



# MISSOURI Department of Social Services



2023 Version 1.0

## ASPIRATION

**Empower Missourians to live safe, healthy, and productive lives**

## THEMES

### Innovative technology solutions

- Implement Change Control Boards for Dashboards to effectively assess and monitor performance and outcomes. **(Zana Stephenson)**
- Implementation of the customer portal to provide more efficient and streamlined customer service. **(Toni Sneller)**

### Cross divisional collaboration

- Coordinate with FSD in a pilot site to serve families "as one." **(Shasta Miller)**
- Improve upon the Independent Assessment process in partnership with the Division of Legal Services and MO Health Net. **(Heather Ford)**

### Improving outcomes through data

- Using data, refine practices, policies, & payment methodologies to improve outcomes for pregnant and postpartum women, and their infants. **(Ashley Wilson)**
- Provide KPIs for team members to clarify expectations, create an environment of support and accountability to improve first contact resolution. **(Paul Sanders)**
- Utilization of data dashboards to improve outcomes for children and families for House Bill 1414. **(Kayla Ueligger)**

### Workforce development

- Provide opportunities across the Department for job shadowing and cross training to further develop skillset and knowledge of all team members. **(Courtney Hall)**
- Enhance onboarding and skills training for front line staff through virtual software technology. **(Ramona Harris)**